

MID-YEAR REPORT FOR OUTCOME PROGRESS

Reporting for: July 1 – November 30 of the current year!

Agency Name: The Salvation Army

Program Name: Disaster Services

Brief Description of Program: Our EDS service does not prevent, eliminate or reduce the problems in our community however, this service is a response to a problem and helps meet the basic human need at the point of crises. We have a national agreement with the American Red Cross that we support the first responders and they support the victims in the initial response. We also provide counted care for the victims. EDS is not based on any economic conditions but rather is a response to an emergency situation that can affect anyone. TSA is a part of the Story County Coalition for Disaster Recovery. This group responds to crisis and educates our communities as well. We have quarterly CDR meetings to coordinate the services amongst other agencies in Story County.

1. Program/ Service Outcome (Change/ Benefit to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on program/ service outcome from July 1 to date:

The Salvation Army was called by Story County EMA to serve the fire fighters in Huxley earlier this period, serving 25 meals. We attend the Story County Coalition for Disaster Recovery meetings as part of the planning team for future needs and we have met internally about our role in the CDR. Those meetings are billable to the City of Ames and Story County.

2. Measurement Used (How Often, Tools Used) – please refer back to the corresponding ABF 5(O) and provide an update on measurement used from July 1 to date:

We utilize TSA disaster documents for disasters relating to accounting for people served. We track volunteers on an Excel spreadsheet.

3. Measurement Update (Please provide update on measurement data collected based on the ABF 5(O) from July 1 to date):

TSA served 25 meals at a house fire in Huxley.

TSA attended 7 meetings through the first five months for training and planning.

4. Outcomes Achieved (Result to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on the outcomes achieved from July 1 to date:

TSA served 25 meals at a house fire in Huxley.

TSA attended 7 meetings through the first five months for training and planning

5. Barriers Encountered (please refer back to the corresponding ABF 5(O) and provide an update on the barriers encountered from July 1 to date):

At present, the biggest barrier is volunteers available to assist in the event of a disaster but we have a plan of building a core group that can assist in the event of a disaster.

6. Clients Served (please refer back to the corresponding ABF 5 Service Statistics and provide an update on number of clients served from July 1 to date):

See #3 & 4

7. Have you had to turn any clients away that desire to participate in this program? If so, why? If so, how many? If so, when?

We have not turned anyone away.

8. Comments:

More than ever, The Salvation Army is in the position of effectively responding to disasters. We are going to begin building our core response team of volunteers in the coming year.

Staff Use Only:

Change/ Benefits demonstrated for client/ community?

Yes No

Quantifiable Outcome Measures?

Yes No

Outcomes Reported?

Yes No

MID-YEAR REPORT FOR OUTCOME PROGRESS

Reporting for: July 1 – November 30 of the current year!

Agency Name: The Salvation Army

Program Name: Emergency Assistance for Basic Material Needs-Hunger Relief

Brief Description of Program: Residents of Story County are welcome to utilize our food pantry once every 30 days. We are a client choice pantry, meaning families choose their own foods.

Residents from Story County can visit our Doing The Most Good Market two times per week to use the Market. We have allotted for those living in hotels (under the ERP umbrella) and those who identify as homeless the ability to visit the market daily.

Our food pantry can supplement a person's monthly SNAP allotment and essentially provide approximately 3- 6 days of food. If a person does not have an SNAP card, we can assist them with their application and/or refer them to DHS to complete. We also partner with the Polk County Supplemental Food Program to serve income eligible seniors in need of extra food each month.

We have seen an unanticipated uptick of both pantry users and people coming in for the Market.

Program/ Service Outcome (Change/ Benefit to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on program/ service outcome from July 1 to date:

1. Measurement Used (How Often, Tools Used) – please refer back to the corresponding ABF 5(O) and provide an update on measurement used from July 1 to date:

During the first six months of this year, our food pantry provided 1,168 duplicated, grocery orders, which is equivalent to a visit to our pantry. We have served 3,191 duplicated people total. In our Doing the Most Good Market, we have seen 2,520 duplicated visits serving 5,828 people. Those these numbers are duplicated households, we are serving residents of Story County like never before.

Generally speaking, we do not turn families away, even if they are from out of County. In that case, they will be given resources to get food near where they live. If someone is requesting food prior to our typical 30 day wait period, we meet with them to see if there have been changes necessitating an early visit the pantry. In addition, if the person does not have an EBT card, we either provide information on how to obtain or we will actually assist them with an online application. We also refer them to other programs like the Senior Supplemental Food Program for help.

2. Measurement Update (Please provide update on measurement data collected based on the ABF 5(O) from July 1 to date):

The Salvation Army utilizes Service Point as it's tracking HIMS. We also keep an excel spreadsheet with name, address, city, number in household. Each time a person comes in for services of any sort, they are entered into Service Point and on the spreadsheet.

Outcomes Achieved (Result to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on the outcomes achieved from July 1 to date:

Through five and a half months, we have assisted 1168 duplicated, grocery orders, which is equivalent to one visit

to our pantry. We have served 3,191 duplicated people total. In our Doing the Most Good Market, we have seen 2,520 duplicated visits serving 5,828 people.

3. Barriers Encountered (please refer back to the corresponding ABF 5(O) and provide an update on the barriers encountered from July 1 to date):

The numbers are continuing to grow thus it is difficult to keep the shelves stocked. We have begun ordering food from the Food Bank of Iowa two times a month to help.

Our hours of business can be a barrier to some. We do work with families the best we can to work around their jobs and so on. If they need food at hours we are not open, we refer them to other faith-based pantries that are open in the evenings or on-call.

4. Clients Served (please refer back to the corresponding ABF 5 Service Statistics and provide an update on number of clients served from July 1 to date):

See #3

5. Have you had to turn any clients away that desire to participate in this program? If so, why? If so, how many? If so, when?

We try not to deny services, in fact, we'll work with people to the best of our ability.

6. Comments:

In our ASSET request for this year, we estimated we would have 1,500 visits to the Food Pantry. We believe that number will be closer to 2,300. With the addition of the DMG Market, we look to serve over 5,000 separate visits, which was not included in the estimated number of households served with regards to the ASSET budget.

In addition to the food that we give out, we also offer personal comfort items (shampoo, bath soap, toilet paper, etc.) when we have it in stock. We also give out diapers/wipes to families with infants and/or toddlers.

The Salvation Army also participates in the Hunger and Food Pantry Collaborations.

Since July of 2018, we have collected 56,883 pounds of food from Wal-Mart, Fresh Thyme and three local Kum & Go locations. We were the recipients of the Story County Community Foundation Grant for \$25,000.00, which we are purchasing a new vehicle to use to glean food. This purchase will occur in January of 2019. We share this gleaned food with the food pantries in Colo, Cambridge and Zearing. We also provide Kum & Go sandwiches to the Boys & Girls Club five days a week.

Staff Use Only:

Change/ Benefits demonstrated for client/ community?	Yes	No
Quantifiable Outcome Measures?	Yes	No
Outcomes Reported?	Yes	No

MID-YEAR REPORT FOR OUTCOME PROGRESS

Reporting for: July 1 – November 30 of the current year!

Agency Name: The Salvation Army

Program Name: Emergency Assistance for Basic Material Needs-Homelessness Prevention

Brief Description of Program:

Program/ Service Outcome (Change/ Benefit to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on program/ service outcome from July 1 to date:

1. **Measurement Used (How Often, Tools Used) – please refer back to the corresponding ABF 5(O) and provide an update on measurement used from July 1 to date:**

TSA staff not only provides the emergency assistance but we look at the presenting problem, offer options (i.e. for job search websites, referrals to other programs like Women United, etc.) and discuss the long term solutions (what will happen next month) with our client. The goal is a hand up, not a hand out.

2. **Measurement Update (Please provide update on measurement data collected based on the ABF 5(O) from July 1 to date):**

The Salvation Army utilizes Service Point and excel spreadsheet with name, address, city, number in household and the amount of the bill. Each time a person comes in for services of any sort, they are entered into Service Point and if they are utilizing this service, pertinent information is put on the spreadsheet.

3. **Outcomes Achieved (Result to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on the outcomes achieved from July 1 to date:**

193 individuals assisted- 67 households. 1 ISU family. 41 of these families are new to us (never been served). We have spent \$9,772.91 on rent and \$4,224.72 on utilities. Of these numbers 137 individuals and 44 households were ASSET funded; \$8,996.31 and \$1,991.18 respectively on rent and utilities for ASSET funded families. The remaining families are from outside the City limits and served via funds from the City of Nevada, City of Story City, City of Collins and The Salvation Army.

4. **Barriers Encountered (please refer back to the corresponding ABF 5(O) and provide an update on the barriers encountered from July 1 to date):**

Money is the greatest barrier to all of our families as well as our ability to provide assistance to more families/individuals. The lack of affordable housing continues to be at crisis level for the families we serve, which forces them to move to smaller communities causing their available dollars to be spent on transportation to their jobs, which are overwhelmingly in Ames.

5. Clients Served (please refer back to the corresponding ABF 5 Service Statistics and provide an update on number of clients served from July 1 to date):

See #3

6. Have you had to turn any clients away that desire to participate in this program? If so, why? If so, how many? If so, when?

Approximately 250 households declined (lack of funds, appointment times filled) in six months.

7. Comments:

The Salvation Army is working closely with other providers of housing/utility assistance to move toward a more organized point of entry that would help the clientele travel less for appointments and increase the amount of coordination amongst the providers.

Staff Use Only:

Change/ Benefits demonstrated for client/ community?

Yes No

Quantifiable Outcome Measures?

Yes No

Outcomes Reported?

Yes No

MID-YEAR REPORT FOR OUTCOME PROGRESS

Reporting for: July 1, 2018 – November 30, 2018

Agency Name: The Salvation Army

Program Name: Bill Payer Program

Brief Description of Program: This program enlists volunteers to assist our clients create a monthly budget, organize paperwork, write checks for the client's signature and balance their checkbooks. Our hope is that by providing this service, it will decrease the likelihood of elder abuse and prevent premature higher level of care for that individual.

We would also like to utilize the Bill Payer Program as a transition option for those clients who utilize our Representative Payee Service but are taking the steps to manage their own benefits. This step will allow for these clients to have a skilled mentor meeting with them and offering support so the client can experience success before being on their own. We have yet to have one of our payee clientele advance to this.

1. Program/ Service Outcome (Change/ Benefit to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on program/ service outcome from July 1 to date:

We are serving four Senior's. We have had one discharge to a nursing home this year. Our volunteers meet as frequently as necessary with their clients. We feel the benefit to our customers is they are able to remain living in the least restrictive home environment. We also have a volunteer who monitors the other volunteers' accuracy with the bank accounts. This is an added protective layer of oversight for the customers we serve.

2. Measurement Used (How Often, Tools Used) – please refer back to the corresponding ABF 5(O) and provide an update on measurement used from July 1 to date:

The volunteers document their sessions as well as tracking the time they spend with their client. When the data is received by TSA, the information is entered into Service Point. We also track the number of volunteer hours and report that to RSVP (for those volunteers referred to us by them) as well as documenting TSA monthly statistics.

3. Measurement Update (Please provide update on measurement data collected based on the ABF 5(O) from July 1 to date): Our four volunteers have spent a total of 118.50 hours with this program. My time is approximately one to two hour per month.

4. Outcomes Achieved (Result to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on the outcomes achieved from July 1 to date:

We are serving four Senior's. We have had one discharge to a nursing home this year. Our volunteers meet as frequently as necessary with their clients. We have four volunteers currently working in this program, three directly with the clients (one works with two clients) and one who is double checks their statement balancing. Our volunteers report back to me any concerns they note. When the volunteer

sees an issue that raises concern with them, we review the case with the volunteer and other service providers that may be in place. This sort of care and coordination helps to keep individuals in their home and protected from potential elder/dependent adult abuse. I can report also that after a team meeting that was held last week with one of our customers, she will no longer need the Bill Payer service. She had gone through a medical crisis and was having some short term issues keeping things on track but she is now doing well. She will discharge at the end of December.

5. Barriers Encountered (please refer back to the corresponding ABF 5(O) and provide an update on the barriers encountered from July 1 to date):

Having enough volunteers who are interested in assisting in this program. It's vital that the timeframe between when a person is referred and when we get them started in the program is a short turn around.

6. Clients Served (please refer back to the corresponding ABF 5 Service Statistics and provide an update on number of clients served from July 1 to date):

We are currently serving four clients.

7. Have you had to turn any clients away that desire to participate in this program? If so, why? If so, how many? If so, when?

We have not necessarily turned anyone away but if we do not have a volunteer waiting in the wings we can't get them started. We have five waiting for assistance.

8. Comments:

Staff Use Only:

Change/ Benefits demonstrated for client/ community?

Yes No

Quantifiable Outcome Measures?

Yes No

Outcomes Reported?

Yes No

MID-YEAR REPORT FOR OUTCOME PROGRESS

Reporting for: July 1, 2018 – November 30, 2018

Agency Name: The Salvation Army

Program Name: Representative Payee Program

Brief Description of Program: RPP Payee Program manages income to ensure shelter, food, medical care, clothing and education as required by the Social Security Administration (SSA). Our role is well defined for us by the Social Security Administration. We assist in paying off past debts, as individual finances allow. The RPP clients would have difficulty maintaining their basics if they did not have someone and/or an agency monitoring their money.

1. **Program/ Service Outcome (Change/ Benefit to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on program/ service outcome from July 1 to date:**

The Salvation Army's Representative Payee Services works with adults and children with disabilities, who have limited resources and supports and typically do not manage their money in a way that will protect themselves from predators. There is one company in Story County that provides this service as well as some individuals in the community. The Social Security Administration allows a minimal fee collection (\$41/month) however, TSA staff have found that this amount does not cover the time spent managing these accounts or meeting with the customers. We have opted to accept ASSET dollars instead however, when that allocation is spent, we do intend to charge the clients.

2. **Measurement Used (How Often, Tools Used) – please refer back to the corresponding ABF 5(O) and provide an update on measurement used from July 1 to date:**

Each face to face, phone call and indirect contact (calls with debtors) are documented on an excel spreadsheet.

3. **Measurement Update (Please provide update on measurement data collected based on the ABF 5(O) from July 1 to date):**

To date, we are serving 49 clients, 48 of those live in Story County. We have closed 11 cases because they moved to higher level of care or moved out of service area. We have devoted at total of 815.50 hours or 36 hours per month of case management time devoted to directly serving the payees. Another 636.5 hours of indirect time spent or 127 hours per month (paying bills, calling businesses, collaborating with Social Security, etc.)

4. **Outcomes Achieved (Result to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on the outcomes achieved from July 1 to date:**

We continue to help individuals on disability maintain housing, food, medical care, clothing and education. In addition, not only do we pay for foreseeable needs such as a phone but we work to reduce any debt they come to us with such as credit cards, back rent, cell phone or other bills. The later, of course is only done if the customer has the money available after the basic needs are covered.

5. **Barriers Encountered (please refer back to the corresponding ABF 5(O) and provide an update on the barriers encountered from July 1 to date):**

a. Some of the clients we work with are quite time consuming with needs much more than what we can

typically provide. We refer these to community agencies that can assist but with the changes in Medicaid funding over the past year, the assistance provided to some of our clients has drastically reduced so our customer doesn't have adequate assistance.

b. The Salvation Army is one of only a handful of options for this service in Story County and we frequently have requests from clients who want to transfer from other service providers. We also will prioritize clients who have their payee services on hold at Social Security because they do not have a payee. This means we have a waiting list (24) and those on the list generally have high needs.

6. **Clients Served (please refer back to the corresponding ABF 5 Service Statistics and provide an update on number of clients served from July 1 to date):**

We are currently serving 48 clients in Story County. They are on disability however some have wages from jobs that we also manage, some have retirement spending and other income we help them to manage.

7. **Have you had to turn any clients away that desire to participate in this program? If so, why? If so, how many? If so, when?**

Yes, we currently have 24 people on a waiting list. We are offering options that are in Story County as well as in Polk County for those people in need who do not wish to wait for an opening with us.

8. **Comments:**

The Payee program is a lost leader. We certainly devote more time to that program than any other program we offer and the amount of money we can charge is not enough in most cases, to cover our cost of providing the service. This is something that will need to be looked at internally whether this is an appropriate use of staff time and for ASSET to consider if this program is something they are willing to pay more for.

The contracts for the ASSET funders should reflect that each January, the Social Security Administration can allow for a cost increase. For example, beginning January 1, 2019, The Salvation Army is able to charge \$43.00/client/month for administrative costs. This is only reflected in the CICS contract and not the City of Ames. I have sent that letter to Erin Thompson for disbursement.

Staff Use Only:

Change/ Benefits demonstrated for client/ community?	Yes	No
Quantifiable Outcome Measures?	Yes	No
Outcomes Reported?	Yes	No